

PPG Meeting, Plas Meddyg Surgery
Tuesday, 23rd November 2021
Minutes

1. Apologies

Susanne Walsh (SW)

2. Attended

Ann Watson (AW)

Jenny Phillips (JP)

Mark Burgess (MB)

Mike Tindall (MT) (Chair)

Muriel Simmons (MS)

Sandra Gilliard (SG)

3. Minutes of last meeting

14th September 2021 – correction to AW's surname needed (Watson, not Watson), otherwise approved.

4. Matters Arising

None.

5. Plas Meddyg Brief

MB provided the following update:

Covid-19 Booster vaccinations

Our network (APL Primary Care Network) decided that Boosters should be given at each practice rather than at Bursted Wood Surgery where we had given the primary doses. It proved very slow and disruptive to “business as usual” to do the Boosters during surgery time so this was the main reason why we subsequently put on two larger Saturday clinics when the surgery would normally be closed. Nurse Pearl has been going out to our housebound patients and has almost completed giving them their Boosters, while our Clinical Pharmacist Deborah and new Practice Nurse Adeola vaccinated all the residents of the nursing home that we look after – Lyndhurst Nursing Home in Upton Road South – on October 27th.

Flu vaccinations

As stated last time, we were delayed getting started with the rollout of this year's flu vaccination programme due to delayed deliveries. We have been catching up with clinics held at the same time as Booster vaccinations – both during normal hours and two larger Saturday clinics (October 30th and this Saturday November 27th). The District Nurses have been provided with a list of housebound patients requiring flu vaccinations and should be going in very soon.

Face to Face Consultations

You will be pleased to hear that from the beginning of November we reintroduced Face To Face appointments that patients could book with doctors. Approximately 50% of our doctors' appointments are now Face to Face. We are trying to spread these out through the day to avoid the waiting area getting too busy.

Surgery News

- Dr Ifeoma Muotune has been recruited to provide cover for Dr Jetha while she is on maternity leave. Dr Muotune is here Monday mornings, Tuesday mornings and Thursdays and Fridays all day

- As mentioned earlier, Nurse Adeola Ogun is now in post and works Tuesdays and Wednesdays.
- Our long-standing (15 years) Prescription Clerk Tracy is leaving at the end of the year and we are busy recruiting for someone to maintain our team of four who process prescriptions, new registrations and save/workflow incoming documents/results.

Cohort (Age or Group)	Population	TRIPLE Vaccinated	% TRIPLE Vaccinated	DOUBLE Vaccinated	% DOUBLE Vaccinated	SINGLE Vaccinated	% SINGLE Vaccinated	NOT Vaccinated or Declined	% NOT Vaccinated or Declined
80+ & HSC	534	433	81%	78	15%	3	1%	20	4%
75-79	315	278	88%	22	7%	2	1%	13	4%
70-74	499	386	77%	83	17%	5	1%	25	5%
65-69	320	243	76%	54	17%	1	15%	22	7%
16-64 with underlying health conditions	628	251	40%	303	48%	8	1%	65	10%
60-64	265	94	35%	154	58%	2	1%	15	6%
55-59	404	80	20%	290	72%	3	1%	31	8%
50-54	482	88	18%	345	72%	5	1%	44	9%
40-49	792	44	6%	640	81%	20	3%	88	11%
30-39	699	27	4%	482	69%	31	4%	158	23%
18-29	795	17	2%	566	71%	49	6%	163	21%
16-18	176	0	0%	16	9%	106	60%	54	31%
12-15 with underlying health conditions	12	0	0%	1	8%	7	58%	4	33%
12-15	343	0	0%	0	0%	120	35%	2	65%

Booster statistics

Cohort (Age or Group)	Population	Vaccinated by Plas	% Vaccinated by Plas	Vaccinated by other provider	% Vaccinated by other provider	Declined or contraindicated	% Declined or contraindicated	NOT Vaccinated, Declined or Contraindicated	% NOT Vaccinated, Declined or Contraindicated
65 and over	1582	750	47%	301	19%	72	5%	475	30%
18-64 with underlying health conditions	660	210	32%	65	10%	65	10%	331	50%
2 to 3	163	67	41%	0	0%	2	1%	94	58%
50 to 64	1556	125	8%	203	13%	35	2%	1197	77%

Flu statistics

PPG queries:

JP – what is the timescale for Pharmacists doing boosters and vaccines? MB – should know within a couple of days as Pharmacists are supposed to upload their data within a day. AW says there has been criticism of Plas Meddyg re boosters which was actually out of the control of Plas Meddyg – guidance was followed by the surgery as required, there was no choice of vaccine the surgery could use. MT commented on the lack of take-up. MB anticipates main demand will continue until the end of the year.

JP – how will it be decided who sees a doctor face-to-face? MB confirmed 50% of appointments are now face-to-face and patients can choose; many still like the telephone appointments. MB estimates there are more appointments available now.

JP – is text about a review new and open to certain conditions? No, reviews are booked in as appropriate, e.g. asthma patients are booked in with the Asthma nurse. JP – what about Mental Health? These patients would usually be seen by Dr Ralf.

MT – what are staffing levels like? Quite good at the moment, up to around 28 staff, predominantly part-time.

MB confirmed a Phlebotomy service is now back at the surgery on Tuesday and Thursday mornings.

MT – what about the Paramedics service? This has not gone as well, struggling to recruit to the service and the staff are needed by the ambulance service more urgently. Surgery currently has a paramedic once or twice a week.

MT – Surgery Pharmacist service is working well. MB confirmed a Workforce planning session was held to plan for future years.

6. Rebalancing to a more patient-focussed PPG

MS – this is on hold until confirmation of the GP partner support is received. Newsletter is on hold at the moment due to difficult circumstances. MB confirmed Dr Ralf would be happy to meet MT and MS to discuss further.

ACTION: MB to schedule a meeting.

JP requested an outline of plans – MS said the key item would be a patient survey to see what patients would like, with an aim to help patients manage their own conditions more effectively.

7. Update on virtual membership

MT confirmed there was no feedback from virtual membership other than one virtual member who has expressed an interest in being a Committee member. Virtual membership and expectation of virtual membership needs to be reviewed at some point.

ACTION: MT to contact the patient to discuss.

8. Liaison with other surgeries

MT commented this seems to have faltered and there is no feedback from the PPG Network about what may be planned. Bexley CCG was merged with South East London CCG as Covid escalated so this did not help. **ACTION: MT to contact Bexley again.**

9. PPG discussion and the future

Covered throughout the meeting.

10. AOB

- a. MT – Out of Hours doctoring. MT feels this does not work ('phoning 111). Is there a GRABADOC equivalent? MB confirmed the 8-8 hubs are re-starting face-to-face and are likely to extend the working hours. MB acknowledged the current process is problematic in that the surgery has to book patients via 111 so this does not work out of hours. Discussion was held about historic services compared to what is available at present.

11. Date of next meeting

Tuesday 25th January 2022